

Civil Service Training Courses by Competency
October 2004 – March 2005

Analysis and Problem Solving

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Reliable Decision Making		1 day	January 12, 2005		

Communication

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Verbal Communication					
Successful Strategies for Dealing with Difficult People	\$190	1 day	November 15, 2004	February 3, 2005	
Enhancing Workplace Relations	\$125	1 day	December 9, 2004		
Creating and Delivering Winning Presentations	\$350	2 days	November 9-10, 2005	February 16, 2005	
Confronting Conflict Head-On	\$190	1 day	November 11, 2004	January 19, 2005	March 8, 2005
Professional Telephone Skills	\$175	1 day	December 10, 2004		
Seven Habits of Highly Effective People	\$289	3 days	May 29-31-2005		
Think on Your Feet & Keep them Out of your Mouth	\$128.	1 day	January 24, 2005		
How to Get Things Done When You Are Not in Charge	\$125	½ day	January 12, 2005		
DDI: Skills for Successful Workplace Interactions	Free	½ day	Not currently offered		
Seven Habits Renewal	Free		Not currently offered		
Overcoming Negativity in the Workplace	\$190	1 day	November 18, 2004	February 8, 2005	
PowerPoint Presentations with a PUNCH	\$180	1 day	December 13, 2004	March 15, 2005	
Written Communication					
Writing Advantage	\$275	1 day	November 15, 2004	February 10, 2005	
Sharpen Your Grammatical Clause	\$125	1 day	November 2, 2004		
Effective Business Writing	\$128	1 day	March 14, 2005		

Decision Making

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Reliable Decision Making		1 day	January 12, 2005		
IMS: Decision Making by the Numbers: Critical Financial Tools for Managers	\$275	1 day	November 15, 2004		

Safety

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Ergonomic Training – Office	\$0	½ day	Not currently offered		

Planning and Organizing

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Time Management: What Matters Most	\$184	1 day	Not currently offered		
Project Management Concepts	\$380	2 days	December 1-2, 2004	March 1-2, 2005	
Seven Habits of Highly Effective People	\$289	3 days	March 29-31, 2005		

Self-Management

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Time Management: What Matters Most	\$184	1 day	Not currently offered		
Seven Habits of High Effective People	\$289	3 days	March 29-31, 2005		
Seven Habits Renewal	Free		Not currently offered		
IMS: Dealing with the Workforce Consequences of Persistent Turmoil	\$275	1 day	Not currently offered		
IMS: The Power of a Positive Attitude: Creating Your Own Success	\$275	1 day	Not currently offered		
FOCUS: Achieving Your Highest Priorities	\$224	1 day	November 18, 2004	January 20, 2005	March 10, 2005
How to Grow Your Career: Mentoring YOU!	\$125	1 day	October 13, 2004		

Values, Trust and Integrity

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Seven Habits of High Effective People	\$289	3 days	March 29-31, 2005		

Adaptability/Flexibility

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Seven Habits of High Effective People	\$289	3 days	March 29-31, 2005		
IMS: Dealing with the Workforce Consequences of Persistent Turmoil	\$275	1 day	Not currently offered		

Continuous Learning

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Maximize your Mind	\$128	1 day	December 6, 2004		
IMS: Maintaining a Positive Attitude-Overcoming Negativity in the Workplace	\$190	1 day	November 18, 2004	February 8, 2005	
IMS: The Power of a Positive Attitude: Creating Your Own Success	\$275	1 day	Not currently offered		
FOCUS: Achieving Your Highest Priorities	\$224	1 day	November 18, 2004	January 20, 2005	March 10, 2005
Effective Responses to Emotional Situations	\$125	1 day	March 7, 2005		
Memory Tips for the Forgetful	\$128	1 day	February 29, 2005		

Customer Focus

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Enhancing Workplace Relations	\$125	1 day	December 9, 2004		

Leadership

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Succeeding as a New Supervisor	\$190	1 day	January 25, 2005	March 15, 2005	
Seven Habits of High Effective People	\$289	3 days	March 29-31, 2005		
IMS: System Thinking and Its Radical Implications for Management	\$275	1 day	Not currently offered		
IMS: Dealing with the Workforce Consequences of Persistent Turmoil	\$275	1 day	Not currently offered		
IMS: The Communication Edge: The Art of Listening, The Power of Speaking	\$275	1 day	December 6, 2004		
IMS: The Power of a Positive Attitude: Creating Your Own Success	\$275	1 day	Not currently offered		
IMS: Developing and Retaining Great People	\$275	1 day	Not currently offered		
Managing Remote Teams	\$190	1 day	December 7, 2004	February 23, 2005	
4 Disciplines of Execution	\$280	1 day	November 8, 2004	February 9, 2005	

Interpersonal Skills

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Successful Strategies for Dealing with Difficult People	\$190	1 day	November 15, 2004	February 3, 2005	
Confronting Conflict Head-On	\$190	1 day	November 17, 2004	January 19, 2005	March 8, 2005
Seven Habits of High Effective People	\$289	3 days	March 29-31, 2005		
How to Get Things Done When You Are Not in Charge	\$125	½ day	January 12, 2005		
Enhancing Workplace Relations	\$125	1 day	December 9, 2004		
DDI: Skills for Successful Workplace Interactions	0	½ day	Not currently offered		
IMS: The Communication Edge: The Art of Listening, The Power of Speaking	\$275	1 day	December 6, 2004		
Conquering Work Place Negativity	\$125	1 day	March 9, 2005		

Relationship Management

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Successful Strategies for Dealing with Difficult People	\$190	1 day	November 15, 2005	February 3, 2005	
Confronting Conflict Head-On	\$190	1 day	November 17, 2004	January 19, 2005	March 8, 2005
Seven Habits of High Effective People	\$289	3 days	March 29-31, 2005		
How to Get Things Done When You Are Not in Charge	\$125	½ day	January 12, 2005		
Enhancing Workplace Relations	\$125	1 day	December 9, 2004		
DDI: Working through Conflict	\$40	½ day	January 21, 2004	March 18, 2004	
IMS: The Communication Edge: The Art of Listening, The Power of Speaking	\$275	1 day	December 6, 2004		
Conquering Workplace Negativity	\$125	1day	March 9, 2005		

Team Effectiveness

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Successful Strategies for Dealing with Difficult People	\$190	1 day	November 15, 2004	February 3, 2005	
Confronting Conflict Head-On	\$190	1 day	November 17, 2004	January 17, 2005	March 8, 2005
DDI: Skills for Successful Workplace Interactions	Free	½ day	Not currently offered		
Seven Habits of High Effective People	\$289	3 days	March 29-31, 2005		
Enhancing Workplace Relations	\$125	1 day	December 9, 2004		
Managing Remote Teams	\$190	1 day	December 7, 2004	February 23, 2005	

Functional Competencies for Managers and Supervisors

Human Resource Category

Coaching

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Succeeding as a New Supervisor	\$190	1 day	January 25, 2005	March 15, 2005	
Coaching: How to Bring Out the Best in Others	\$190	1 day	Not currently offered		
Coaching – Core Skills for Building Staff Commitment	Free	1 day	Not currently offered		
IMS: The Manager As Coach: Improving & Sustaining Performance	\$275	1 day	Not currently offered		

Conflict Management

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Enhancing Workplace Relations	\$125	1 day	December 9, 2004		
Successful Strategies for Dealing with Difficult People	\$190	1 day	November 15, 2004	February 3, 2005	
Confronting Conflict Head-On	\$190	1 day	November 17, 2004	January 19, 2005	March 8, 2005
Conquering Workplace Negativity	\$125	1 day	March 9, 2005		

Contractual Services

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Contract Administration for State of Michigan	Free	½ day	Not currently offered		

Employee Development

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Succeeding as a New Supervisor	\$190	1 day	January 25, 2005	March 15, 2005	
Professional Skills for Support Professionals	\$190	1 day	February 1, 2005		
Stress in the Real World	\$190	1 day	February 2, 2005		
Creating and Delivering Winning Presentations	\$350	2 days	November 9-10, 2004	February 16-17, 2005	
PowerPoint Presentations with PUNCH	\$180	1 day	December 13, 2004	March 15, 2005	
FOCUS: Achieving Your Highest Priorities	\$224	1 day	November 18, 2004	January 20, 2005	March 10, 2005

Employee Relations

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Investigative Techniques	\$330	2 days	November 3-4, 2004		
Rules of Evidence	\$330	2 days	January 13-14, 2005		
Expert Witness	\$330	2 days	March 17-18, 2005		

Recruitment

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Targeted Selection Behavioral Interviewing	\$160	2 days	Not currently offered		

Organizational Performance Category

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Conducting Performance Reviews	Free	½ day	Not currently offered		
IMS: Improving Performance & Employee Morale	\$275	1 day	Not currently offered		
IMS: The Manager as Coach: Improving & Sustaining Performance	\$275	1 day	Not currently offered		

Process Improvement

Civil Service Course Title	Cost	Length of Course	Course Date	Course Date	Course Date
Project Management Concepts	\$380	2 days	December 1-2, 2004	March 1-2, 2005	
Project Management: Contracting for Project Managers	\$750	3 days	February 22-24, 2005		
Project Management: Project Leadership Management and Communications	\$950	4 days	November 1-4, 2004		
Project Management: Project Management Applications	\$1025	5 days	March 21-25, 2005		
Project Management: Quality for Project Managers	\$935	3 days	February 2-5, 2005		
Project Management: Risk Management	\$750	3 days	December 6-8, 2004		
Project Management: Scheduling and Cost Control	\$950	4 days	January 10-13, 2005		